**A. Knowledge-Sharing in Economic Growth, Education and Health -
Balancing Network and Data Base Strategies (Wednesday, Sept. 10, 2:00-
3:30,** at the Information Center Conference Room, next to the USAID
Library on the Mezzanine of the Ronald Reagan Building):

*What is a practical definition of "Knowledge Management" (KM), its
relevance to USAID's business transformation, and how is KM relevant to
USAID and partner needs to more efficiently get "the right information,
to the right people, at the right time"? What are some practical
examples of knowledge-sharing systems, and for what type of USAID work
are they appropriate? What IT tools can help energize sharing, and
create effective "virtual teams?" Finally, what is the best balance
between the development of networks vs. data bases in implementing
knowledge management?*

Opening Remarks: DAA/EGAT ***Jock Conly***, and (via video) *AA/EGAT, **Emmy
Simmons***

     - Panel Moderator: ***Patricia Rader***, Director, Office of Program
Analysis, Implementation, Communications and Outreach, EGAT/PAICO

   (a) ***Suzanne Rainey***, Forum One Communications, Managing Director,
       HIV/AIDS International Development, regarding the HIVAIDS
       International Economics Network;
   (b) ***Greg Loos***, Basic Education Team Leader/EGAT and ***David Weidner**
       (tentative)*, AED/Global Learning Portal on EGAT/ED's pilot
       education portal;
   (c) ***John Lamb,*** Senior Associate-Agribusiness with Abt Associates,
       and EGAT/AG/AM Agricultural Development Officer ***Kevin Sharp*** on
       the pilot Agricultural Trade Programming Tool.

Networking (30 minutes following the seminar)

Additional Resources: PPC-AED's ***Joe Rabenstine*** will provide a brief
handout defining and explaining Knowledge Management.

*[During program, USAID Library mobile display of books, journals and
computer databases re KM – per **Gayle Wadsworth**, Outreach Librarian,*
PPC/DEI/DIS*]*

B. How to Build a "Knowledge Map" (Mon, 9/22, 2:00-3:30 PM):

*Introduction: **Lee White**, Technical Information Analyst, PPC/DEI, will
provide a brief update on Agency KM Team Knowledge Map activities in
such areas as expertise directories and updating of CDIE Online.*

Speaker: ***Joe Rabenstine,*** Knowledge-Sharing Facilitator, AED

*A "Knowledge Map" involves locating important knowledge in the
organization and then publishing some a list or picture that shows*

where to find it. Knowledge Maps typically point to people, documents and databases, showing users where to go when they need expertise. This seminar will provide attendees with practical tips, examples and benefits of applying "knowledge mapping" to their own activities and organizations, drawing on both Agency experience and lessons learned from both industry best practices and the American Productivity Quality Center.

Additional Resources: **Anne Terio**, Contracting Officer, M/HR/LS; and a representative from the **Office of E-Diplomacy**, State Department (tentative).

Networking (30 min. following the seminar)

C. How to Organize a "Community of Practice" (Wed, 10/1, 9:00-10:30 AM*):*

Introduction: **Margaret Alter Miller**, Senior Policy Advisor, M/AA, will briefly introduce the usage of CoPs in the Agency, including the Management Bureau's ongoing knowledge-sharing activities.

Speaker: **Brian Murrow**, Associate Partner, IBM Business Consulting Services

A "Community of Practice" (CoP) *is a group of people that share an expertise and is bound by a common mission or purpose. Unlike teams or workgroups, they are not bound by a fixed project, agenda or set of deliverables. The Agency is supporting pilot communities in Youth, HIVAIDS and other areas. The World Bank has been using this CoP approach for several years. This seminar will provide practical tips on how to design, lead, and participate in CoPs, and will share examples of support resources and technologies.*

In addition, Agency staff with experience in implementing CoPs in Youth, HIVAIDs, management, information technology and other areas will be on hand to help address practical implementation questions after the presentation.

Additional Resources: **Seth Kahan,** Organizational Community Specialist, **Joe Rabenstine**, Knowledge-Sharing Facilitator, AED; and **Gary Vaughan**, Knowledge Management Officer, EGAT/PAICO/CKM.

Networking (30 minutes following the seminar)

D. How Information Technology (IT) Can Support Knowledge-Sharing and Collaboration, Tuesday, 10/14, 10:00-11:30 AM)

Moderator: **Tony Pryor**, KM Specialist, IRG

"Enterprise architecture" or EA (much like KM) uses various models to better systematize people, process, technology and data to more efficiently support our development work. This presentation will show how EA can both rationalize our

existing IT infrastructure, and make it more relevant and supportive for knowledge management. In addition, the generic benefits of one key KM support tool (collaboration software) within the new enterprise architecture will be discussed, drawing on practical examples from various applications currently being used by USAID and its partners.

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(a) Introduction: Susan Camarena Wallace, Chief, Development
Information and Support Division, PPC.

(b) Opening Remarks:  Mark Kneidinger, DAA/M and Deputy CIO for
Information Policy, regarding the inter-relationship between
Enterprise Architecture and Knowledge Management.
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(b) Overview presentation on collaboration software (drawing on
examples, as appropriate, from QuickPlace, Microsoft's Sharepoint,
Documentum's E-Room and Tomoye's Simplify applications in use by the
Agency): Brian Murrow, Associate Partner, IBM Business Consulting
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Services .

Additional Resources: The Q&A session will share information on the use of various collaboration software tools by Agency staff working on the Iraq Task Force (OFDA's **Steve Thomas**), the FRAME natural resources project in Africa (EGAT/NRM's **Mike McGahuey**), and collaboration software resource staff from IRM.

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- Networking (30 minutes following the seminar)
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